

The purpose of this complaint is to bring to the FCC's attention the VERY poor result we had with SBC in an attempt to establish the internet services that they provide. After , many service attempts, substantial personal expense, and lengthy conversations with tech support, we were finally able to establish an excellent quality internet connection with SBC. However, They then determined that our location was not in an area that they could guarantee service , there fore they denied service to our location and have decided to shut off the service. This process has taken approximately three weeks and cost us approximately \$150.00. I acn not help but feel that SBC should have had the ability to make the determination that we were in a non-supportable location long before they advised us to go to the expenses of extra filters and security system service. This very large company had no trouble looking up our address and informing us very quickly that service was available to us. Could not that same technology have allowed them to determine that it indeed was not posibe or supportable ? The expense is considerable for retired persons and recooping that expense , which should be SBC's responsibility, I fear will be difficult.